

GENERAL SALES TERMS AND CONDITIONS

ARRIVAL AND DEPARTURE

We will do our best to ensure that your room is ready as soon as possible. However, please note that it may not be until after 4pm. Please inform us in the event of late arrival (after 7pm).

All rooms must be vacated by 10am. For departure after 10am, please check with reception.

RATES

Service and VAT are included in the rates quoted.

Local tax of € 2.25 / day / adult (aged 18+) is charged in addition. This tax is subject to change.

QUOTES

Under no circumstances may a quote be used as confirmation of reservation. Accommodation details and availability will be reconfirmed when a firm booking is made. A firm booking must be accompanied by payment of a deposit.

DEPOSIT

In accordance with hotel industry standards, for a reservation to be considered as firm and definitive, it **must be accompanied by a deposit** equal to:

- 30% of the total cost of the booking if one room is booked
- 50% of the total cost of the booking if two rooms are booked
- 100% of the total cost of the booking for all group reservations for 10 or more people and/or five rooms

The balance will be debited 15 days before arrival date at the latest.

CANCELLATION OR MODIFICATION

All cancellations and / or modifications must be confirmed in writing (mail, fax, e-mail).

If a booking is cancelled **more than 15 days before the scheduled arrival date**, the deposit paid by way of booking guarantee is forfeited and retained by the hotel in accordance with the provisions of article 1590 of the Civil Code.

If a booking is cancelled, shortened, differed or reduced **within 15 days of the scheduled arrival date** or in the event of a **no-show**, the total cost of the confirmed booking will be debited (article 1590 of the Civil Code).

For group bookings of more than 10 people and/or five rooms, the total amount of the booking will be due at the time of booking. Any partial or total cancellation made within 65 days of the scheduled arrival date will result in the non-refund of the total cost.

COVID-19 T&Cs

However, if lockdown is imposed by the French government or the government of the customer's country of provenance, and/or in the event of border closures preventing the customer from travelling to France, we will conform to French regulations in force at the time or we undertake to carry forward any monies paid in advance to a booking at another time.

CANCELLATION INSURANCE

We recommend that you take out cancellation insurance.

RESTAURANT

Breakfast is served in the restaurant between 7.30 am and 10 am in the form of a large buffet, or in the room for a supplement

The half-board formula is chosen for the entire duration of the stay and for a minimum stay of 3 nights.

Residents on the "bed and breakfast" formula who wish to dine in our restaurant are advised to inform Reception beforehand.